

ABSTRACT OF THE DISCLOSURE

Methods and apparatus for a unified communications manager via instant messaging are provided. In particular, a user may interface with a user service center to use applications via an instant messaging service to manage various aspects of their communications such as their phone calls, voice mail, email, and instant messages. A user may also manage their contact information and profile, such as rules for how calls are forwarded to the user. Thus, a user is provided a unified communications manager to implement rules and conditions across a wide variety of devices and networks.